

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Danielle Hood	1 0	5 0	0 0	6 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	3 3	0 0	3 3
		Paul Lundell	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	1 0	19 3	0 0	20 3
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	6 0	0 0	6 0
		Sharon Smith	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Help Desk	Brenda Treadway	0	1	0	1
			0	1	0	1
		Eileen Dubach	0	2	0	2
			0	2	0	2
		James Stearns	0	3	0	3
			0	3	0	3
		Julie VanBeekum	0	2	0	2
			0	2	0	2
	Internal Application Development and Support	Sarah Johnson	0	3	0	3
			0	0	0	0
		Vicky Marrelli	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	12	0	12
			0	9	0	9
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	1	0	1
	Metro B Desktop Support	Assigned to Individual Total	0	1	0	1
			0	1	0	1
		Austin Farey	0	19	0	19
			0	1	0	1
		Bill Crowther	0	1	0	1
			0	0	0	0
		Cindy Reed	0	2	0	2
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Mike Sine	0 0	1 1	0 0	1 1
		Mike Wilde	0 0	10 0	0 0	10 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	28 1	0 0	28 1
		Stephanie Young	0 0	9 0	0 0	9 0
		Tyler Pearce	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	79 4	0 0	79 4
	Metro B Help Desk	Gavin Barney	0 0	125 125	1 0	126 125
		Torri Randa	0 0	142 136	0 0	142 136
		Assigned to Individual Total	0 0	267 261	1 0	268 261
	Metro B Hosting	Cuyler Steiner	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	2 0	0 0	2 0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Hosting	Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Metro D Help Desk	John Robinson	0	1	0	1
			0	0	0	0
		Matthew Earl	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	4	0	4
			0	3	0	3
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Dave Bodily	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	1	0	1
			0	0	0	0
	Rural North Desktop Support	Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
		Ruston McKay	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Technical Lead/Project Manager	Danielle Hood	0	1	0	1
			0	0	0	0
		Dustin Crump	0	3	0	3
			0	0	0	0
		Fred Schmidt	0	1	0	1
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	FCR Total	
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	9 9	0 0	9 9	
		Paul Lundell	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	15 9	0 0	15 9	
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0	
		Julie Sabato	0 0	3 0	0 0	3 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	6 5	0 0	6 5	
		Assigned to Individual Total	0 0	10 5	1 0	11 5	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 0	432 297	2 0	435 297	
	Customer Company Total			1 0	432 297	2 0	435 297

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Danielle Hood	1 1	5 5	0 0	6 6
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	3 1	0 0	3 1
		Paul Lundell	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	7 3	0 0	7 3
		Assigned to Individual Total	1 1	19 11	0 0	20 12
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	6 3	0 0	6 3
		Sharon Smith	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	12 6	0 0	12 6

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Help Desk	Brenda Treadway	0	1	0	1
			0	0	0	0
		Eileen Dubach	0	2	0	2
			0	0	0	0
		James Stearns	0	3	0	3
			0	0	0	0
		Julie VanBeekum	0	2	0	2
			0	0	0	0
	Internal Application Development and Support	Sarah Johnson	0	3	0	3
			0	3	0	3
		Vicky Marrelli	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	12	0	12
			0	3	0	3
	Metro A Help Desk	Beth Hendricks	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Ed Conrad	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Austin Farey	0	19	0	19
			0	0	0	0
		Bill Crowther	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Cindy Reed	0	2	0	2
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Mike Sine	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	10 0	0 0	10 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	28 0	0 0	28 0
		Stephanie Young	0 0	9 1	0 0	9 1
		Tyler Pearce	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	79 1	0 0	79 1
	Metro B Help Desk	Gavin Barney	0 0	125 0	1 0	126 0
		Torri Randa	0 0	142 1	0 0	142 1
		Assigned to Individual Total	0 0	267 1	1 0	268 1
	Metro B Hosting	Cuyler Steiner	0 0	1 0	0 0	1 0
		Ken Bolcom	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	2 1	0 0	2 1

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Hosting	Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Metro D Help Desk	John Robinson	0	1	0	1
			0	0	0	0
		Matthew Earl	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Dave Bodily	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	1	0	1
			0	0	0	0
	Rural North Desktop Support	Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
		Ruston McKay	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Danielle Hood	0	1	0	1
			0	1	0	1
		Dustin Crump	0	3	0	3
			0	2	0	2
	Fred Schmidt		0	1	0	1
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MIR Total	
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	9 6	0 0	9 6	
		Paul Lundell	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	15 9	0 0	15 9	
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0	
		Julie Sabato	0 0	3 0	0 0	3 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0	
		Assigned to Individual Total	0 0	10 0	1 0	11 0	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 1	432 32	2 0	435 33	
	Customer Company Total			1 1	432 32	2 0	435 33

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Danielle Hood	1 1.24	5 33.24	0 0.00	6 27.91
		Dustin Crump	0 0.00	1 46.10	0 0.00	1 46.10
		Martin Gonzalez	0 0.00	3 2.77	0 0.00	3 2.77
		Paul Lundell	0 0.00	3 5.15	0 0.00	3 5.15
		Tony Larsen	0 0.00	7 1.69	0 0.00	7 1.69
		Assigned to Individual Total	1 1.24	19 13.05	0 0.00	20 12.46
	Enterprise Security	Bobette Phillips	0 0.00	1 12.55	0 0.00	1 12.55
		Garry Gregson	0 0.00	1 0.75	0 0.00	1 0.75
		Jed Johnson	0 0.00	6 1.12	0 0.00	6 1.12
		Sharon Smith	0 0.00	4 0.81	0 0.00	4 0.81

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Enterprise Security	Assigned to Individual Total	0 0.00	12 1.94	0 0.00	12 1.94
	Help Desk	Brenda Treadway	0 0.00	1 0.25	0 0.00	1 0.25
		Eileen Dubach	0 0.00	2 0.36	0 0.00	2 0.36
		James Stearns	0 0.00	3 0.07	0 0.00	3 0.07
		Julie VanBeekum	0 0.00	2 0.11	0 0.00	2 0.11
		Sarah Johnson	0 0.00	3 71.33	0 0.00	3 71.33
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 17.95	0 0.00	12 17.95
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.77	0 0.00	1 0.77
		Assigned to Individual Total	0 0.00	1 0.77	0 0.00	1 0.77
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Austin Farey	0 0.00	19 0.09	0 0.00	19 0.09
		Bill Crowther	0 0.00	1 0.55	0 0.00	1 0.55

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0.00	2 0.16	0 0.00	2 0.16
		Jay Locker	0 0.00	2 0.04	0 0.00	2 0.04
		Mike Sine	0 0.00	1 0.46	0 0.00	1 0.46
		Mike Wilde	0 0.00	10 0.15	0 0.00	10 0.15
		Peter Musser	0 0.00	2 0.04	0 0.00	2 0.04
		Sean Chadbourne	0 0.00	28 0.17	0 0.00	28 0.17
		Stephanie Young	0 0.00	9 0.24	0 0.00	9 0.24
		Tyler Pearce	0 0.00	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	0 0.00	79 0.16	0 0.00	79 0.16
	Metro B Help Desk	Gavin Barney	0 0.00	125 0.01	1 0.07	126 0.01
		Torri Randa	0 0.00	142 0.05	0 0.00	142 0.05
		Assigned to Individual Total	0 0.00	267 0.03	1 0.07	268 0.03
	Metro B Hosting	Cuyler Steiner	0 0.00	1 0.09	0 0.00	1 0.09
		Ken Bolkcom	0 0.00	2 0.08	0 0.00	2 0.08

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0.00	2 1.98	0 0.00	2 1.98
		Assigned to Individual Total	0 0.00	5 0.84	0 0.00	5 0.84
	Metro D Help Desk	John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Matthew Earl	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.11	0 0.00	1 0.11
		Dave Bodily	0 0.00	1 0.53	0 0.00	1 0.53
		Jared Elzinga	0 0.00	1 0.67	0 0.00	1 0.67
		Michael Ostrander	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.33	0 0.00	4 0.33
	Rural North Desktop Support	Ruston McKay	0 0.00	2 0.45	0 0.00	2 0.45
		Assigned to Individual Total	0 0.00	2 0.45	0 0.00	2 0.45
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 15.18	0 0.00	1 15.18
		Dustin Crump	0 0.00	3 1.84	0 0.00	3 1.84

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 0.08	0 0.00	1 0.08
		Martin Gonzalez	0 0.00	9 15.42	0 0.00	9 15.42
		Paul Lundell	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	15 10.64	0 0.00	15 10.64
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.33	1 0.33
		Julie Sabato	0 0.00	3 0.31	0 0.00	3 0.31
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	6 0.24	0 0.00	6 0.24
		Assigned to Individual Total	0 0.00	10 0.24	1 0.33	11 0.24
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	1 0.05	0 0.00	1 0.05
	Assigned Group Total		1 1.24	432 1.57	2 0.20	435 1.56
Customer Company Total			1 1.24	432 1.57	2 0.20	435 1.56

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Danielle Hood	1 0	5 4	0 0	6 4
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	3 1	0 0	3 1
		Paul Lundell	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	7 4	0 0	7 4
		Assigned to Individual Total	1 0	19 11	0 0	20 11
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	6 1	0 0	6 1
		Sharon Smith	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	12 2	0 0	12 2

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Help Desk	Brenda Treadway	0	1	0	1
			0	0	0	0
		Eileen Dubach	0	2	0	2
			0	0	0	0
		James Stearns	0	3	0	3
			0	0	0	0
		Julie VanBeekum	0	2	0	2
			0	0	0	0
	Internal Application Development and Support	Sarah Johnson	0	3	0	3
			0	3	0	3
		Vicky Marrelli	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	12	0	12
			0	3	0	3
	Metro A Help Desk	Beth Hendricks	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Ed Conrad	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
		Austin Farey	0	19	0	19
			0	0	0	0
	Metro B Desktop Support	Bill Crowther	0	1	0	1
			0	0	0	0
		Cindy Reed	0	2	0	2
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Mike Sine	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	10 0	0 0	10 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	28 0	0 0	28 0
		Stephanie Young	0 0	9 0	0 0	9 0
		Tyler Pearce	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	79 0	0 0	79 0
	Metro B Help Desk	Gavin Barney	0 0	125 0	1 0	126 0
		Torri Randa	0 0	142 1	0 0	142 1
		Assigned to Individual Total	0 0	267 1	1 0	268 1
	Metro B Hosting	Cuyler Steiner	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	2 0	0 0	2 0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Hosting	Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Metro D Help Desk	John Robinson	0	1	0	1
			0	0	0	0
		Matthew Earl	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Dave Bodily	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	1	0	1
			0	0	0	0
	Rural North Desktop Support	Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Technical Lead/Project Manager	Ruston McKay	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
		Danielle Hood	0	1	0	1
			0	1	0	1
		Dustin Crump	0	3	0	3
			0	1	0	1
		Fred Schmidt	0	1	0	1
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	MR Total	
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	9 6	0 0	9 6	
		Paul Lundell	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	15 8	0 0	15 8	
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0	
		Julie Sabato	0 0	3 0	0 0	3 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0	
		Assigned to Individual Total	0 0	10 0	1 0	11 0	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 0	432 25	2 0	435 25	
	Customer Company Total			1 0	432 25	2 0	435 25

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Danielle Hood	1 1.45	5 38.99	0 0.00	6 32.73
		Dustin Crump	0 0.00	1 46.10	0 0.00	1 46.10
		Martin Gonzalez	0 0.00	3 5.21	0 0.00	3 5.21
		Paul Lundell	0 0.00	3 5.45	0 0.00	3 5.45
		Tony Larsen	0 0.00	7 20.55	0 0.00	7 20.55
		Assigned to Individual Total	1 1.45	19 21.94	0 0.00	20 20.91
	Enterprise Security	Bobette Phillips	0 0.00	1 25.57	0 0.00	1 25.57
		Garry Gregson	0 0.00	1 0.91	0 0.00	1 0.91
		Jed Johnson	0 0.00	6 4.10	0 0.00	6 4.10
		Sharon Smith	0 0.00	4 2.03	0 0.00	4 2.03

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Enterprise Security	Assigned to Individual Total	0 0.00	12 4.93	0 0.00	12 4.93
	Help Desk	Brenda Treadway	0 0.00	1 0.25	0 0.00	1 0.25
		Eileen Dubach	0 0.00	2 0.36	0 0.00	2 0.36
		James Stearns	0 0.00	3 0.07	0 0.00	3 0.07
		Julie VanBeekum	0 0.00	2 0.80	0 0.00	2 0.80
		Sarah Johnson	0 0.00	3 71.33	0 0.00	3 71.33
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 18.06	0 0.00	12 18.06
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 5.59	0 0.00	1 5.59
		Assigned to Individual Total	0 0.00	1 5.59	0 0.00	1 5.59
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	0 0.00	1 0.08
	Metro B Desktop Support	Austin Farey	0 0.00	19 0.12	0 0.00	19 0.12
		Bill Crowther	0 0.00	1 1.09	0 0.00	1 1.09

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0.00	2 0.18	0 0.00	2 0.18
		Jay Locker	0 0.00	2 0.71	0 0.00	2 0.71
		Mike Sine	0 0.00	1 0.47	0 0.00	1 0.47
		Mike Wilde	0 0.00	10 0.71	0 0.00	10 0.71
		Peter Musser	0 0.00	2 0.09	0 0.00	2 0.09
		Sean Chadbourne	0 0.00	28 0.40	0 0.00	28 0.40
		Stephanie Young	0 0.00	9 0.76	0 0.00	9 0.76
		Tyler Pearce	0 0.00	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	0 0.00	79 0.42	0 0.00	79 0.42
	Metro B Help Desk	Gavin Barney	0 0.00	125 0.01	1 0.07	126 0.01
		Torri Randa	0 0.00	142 0.35	0 0.00	142 0.35
		Assigned to Individual Total	0 0.00	267 0.19	1 0.07	268 0.19
	Metro B Hosting	Cuyler Steiner	0 0.00	1 0.09	0 0.00	1 0.09
		Ken Bolkcom	0 0.00	2 1.48	0 0.00	2 1.48

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0.00	2 1.98	0 0.00	2 1.98
		Assigned to Individual Total	0 0.00	5 1.40	0 0.00	5 1.40
	Metro D Help Desk	John Robinson	0 0.00	1 0.57	0 0.00	1 0.57
		Matthew Earl	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.14	0 0.00	4 0.14
	Network Operations	Brian Chatwin	0 0.00	1 0.18	0 0.00	1 0.18
		Dave Bodily	0 0.00	1 1.60	0 0.00	1 1.60
		Jared Elzinga	0 0.00	1 1.41	0 0.00	1 1.41
		Michael Ostrander	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	4 0.84	0 0.00	4 0.84
	Rural North Desktop Support	Ruston McKay	0 0.00	2 2.58	0 0.00	2 2.58
		Assigned to Individual Total	0 0.00	2 2.58	0 0.00	2 2.58
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 20.72	0 0.00	1 20.72
		Dustin Crump	0 0.00	3 17.04	0 0.00	3 17.04

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 1.54	0 0.00	1 1.54
		Martin Gonzalez	0 0.00	9 46.38	0 0.00	9 46.38
		Paul Lundell	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	15 32.72	0 0.00	15 32.72
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.33	1 0.33
		Julie Sabato	0 0.00	3 0.94	0 0.00	3 0.94
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	6 0.74	0 0.00	6 0.74
		Assigned to Individual Total	0 0.00	10 0.73	1 0.33	11 0.69
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 1.88	0 0.00	1 1.88
		Assigned to Individual Total	0 0.00	1 1.88	0 0.00	1 1.88
	Assigned Group Total		1 1.45	432 3.04	2 0.20	435 3.02
Customer Company Total			1 1.45	432 3.04	2 0.20	435 3.02

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

Detail

INC000000598807	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Technical Lead/Project Manager	Fred Schmidt	Tax Commission	Low	Resolved	TTR Missed: No	1.54
INC000000605146	Wendy Gianchetta	Application	Error	Gmail		TIR Missed: Yes	7.80
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: Yes	7.89
INC000000606253	Doug Smith	Application	None	Gmail		TIR Missed: Yes	3.71
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	3.77
INC000000606344	Cindy M Clark	PC/Laptop	Error	Gmail		TIR Missed: Yes	7.61
	Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	11.87
INC000000606714	Nancy Merrell	Application	None	Gmail		TIR Missed: No	0.73
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	8.21
INC000000607500	Jean Thiriot	Application	None	Gmail		TIR Missed: No	0.59
	Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	3.62
INC000000607621	MV Citrix	PC/Laptop	Error	None		TIR Missed: No	0.50
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: No	0.69
INC000000607753	Cathy Maez	None	None	Gmail		TIR Missed: Yes	1.05
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: No	1.05
INC000000607785	Monica Fletcher	Application	Error	Gmail		TIR Missed: Yes	27.91
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	36.64
INC000000608336	Gaylin Ford	Application	Error	Gmail		TIR Missed: No	0.09
	Technical Lead/Project Manager	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	0.09
INC000000608670	Karalynn Malcolm-Sugden	Application	Error	Gmail		TIR Missed: Yes	15.18
	Technical Lead/Project Manager	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	20.72
INC000000608845	Diane Gibson	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.16
	Rural North Desktop Support	Ruston McKay	Tax Commission	Low	Closed	TTR Missed: No	4.43
INC000000609950	Kitione Touhuni	Application	None	Gmail		TIR Missed: No	0.17
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	0.21
INC000000609986	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.44
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: No	5.92
INC000000610385	Amber Butterfield	Application	None	Gmail		TIR Missed: Yes	53.13
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: Yes	53.35
INC000000610499	Valerie Newson	Application	None	Gmail		TIR Missed: Yes	1.77
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	1.77

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000610770	Colleen Conover	None	None	Gmail		TIR Missed: Yes	6.40
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: Yes	48.31
INC000000610951	Wendy Gianchetta	Application	Error	Gmail		TIR Missed: Yes	12.55
	Enterprise Security	Bobette Phillips	Tax Commission	Low	Closed	TTR Missed: Yes	25.57
INC000000611019	Paula Vanikiotis	None	None	None		TIR Missed: Yes	3.65
	Technical Lead/Project Manager	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: No	3.65
INC000000612129	Jean Thiriot	Application	None	Gmail		TIR Missed: Yes	1.93
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	110.68
INC000000612253	Gene Busby	Application	None	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: Yes	153.43
INC000000612286	Wendy Gianchetta	Application	Error	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000612424	Wendy Gianchetta	Application	Error	Gmail		TIR Missed: Yes	1.80
	Technical Lead/Project Manager	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: Yes	47.39
INC000000612862	Robert Farnes	Application	Error	Gmail		TIR Missed: Yes	67.53
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	67.53
INC000000613457	Doral Vance	PC/Laptop	Error	Gmail		TIR Missed: Yes	52.28
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	74.26
INC000000613509	MV Citrix	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.23
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: Yes	13.44
INC000000613868	Jonathan Steed	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Tax Commission	Low	Closed	TTR Missed: No	0.18
INC000000615599	Michelle Riggs	None	None	Gmail		TIR Missed: Yes	86.13
	Help Desk	Sarah Johnson	Tax Commission	Low	Closed	TTR Missed: Yes	86.13
INC000000615742	Derek Nelson	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	
INC000000616022	Jeanette Sever	None	None	Gmail		TIR Missed: No	0.00
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: Yes	102.88
INC000000616194	Paul Bredthauer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.26
INC000000616429	Jeanette Sever	PC/Laptop	Error	Gmail		TIR Missed: Yes	72.09
	Help Desk	Sarah Johnson	Tax Commission	Low	Closed	TTR Missed: Yes	72.09
INC000000616882	Scott Wardenburg	PC/Laptop	Error	Gmail		TIR Missed: Yes	44.07
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	44.07

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000618167	Aaron Nichols	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618180	Sharon Helf	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618229	Gloria Spriggs	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618233	Kyle Boyer	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618239	Gary Abshire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618253	Robert Farnes	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618277	Carrie Luna	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618296	Ronda Schuster	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618306	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618318	Robert Patterson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.70
INC000000618380	MV Price	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618400	Christena Ohrn	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618462	Brenda Mason	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000618497	Ron Smith	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: No	0.03
INC000000618515	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.14
INC000000618540	Steffani Pace	Application	Error	Microsoft Windows 7	TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.15
INC000000618552	Dennis Ritz	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000618641	Aaron Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618662	Kyle Boyer	Network	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000618673	Janette Woodhouse	Network	Password	Utah Master Directory		TIR Missed: No	0.21
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	1.18
INC000000618734	Sarah Moller	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618744	Janet S Taylor	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618834	Barbara Monk	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618889	MV South Valley	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618895	Cindy M Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618907	Dan Engh	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618940	Shannon Sirles	Network	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.06
INC000000618949	Lynn Solarczyk	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.09
INC000000618954	MV South Valley	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618966	Matthew Duke	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.04
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.71
INC000000618969	MV South Valley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000618989	Michele Espina	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.04
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000619005	Beverly Beitel	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619091	Gary Abshire	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000619096	Amorette Child	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619098	Kyle Boyer	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619122	David Montgomery	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619133	Jody Jacobs	PC/Laptop	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619169	Brandy Arnoldus	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619203	Howard Smith	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619239	Lisa Hansen	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619251	Richard Kirkland	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619270	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000619275	Vaun Johnson	PC/Laptop	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619287	Jennifer Elliott	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619325	Dianna Wright	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619327	Joanne Phillips	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000619364	Meckin Bless	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000619370	Nery Coleman	PC/Laptop	Error	Gmail		TIR Missed: Yes	55.78
	Help Desk	Sarah Johnson	Tax Commission	Low	Closed	TTR Missed: Yes	55.78
INC000000619408	Randy Farnsworth	Storage	Virtual Machine	None		TIR Missed: No	0.09
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low	Closed	TTR Missed: No	0.09
INC000000619440	Randall Gardner	Application	Error	None		TIR Missed: No	0.07
	Metro B Hosting	Ken Bolcom	Tax Commission	Low	Closed	TTR Missed: No	2.72

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000619451	MV Special Services	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000619519	MV Ogden	PC/Laptop	Hardware	None	TIR Missed: No	0.73
	Rural North Desktop Support	Ruston McKay	Tax Commission	Low Closed	TTR Missed: No	0.73
INC000000619522	Karleen Mitchell	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000619738	Dana Johnson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.01
INC000000619753	Heather Jorgensen	Application	None	Gmail	TIR Missed: Yes	49.34
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low Resolved	TTR Missed: Yes	49.34
INC000000619779	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.26
INC000000619970	Mary Ann Burtch	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000619998	David Montgomery	PC/Laptop	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620004	Donna Smith	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620107	Daniel Davis	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.13
INC000000620116	MV Price	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620130	Mike Hurst	PC/Laptop	Performance	None	TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.05
INC000000620143	Janette Woodhouse	PC/Laptop	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620158	Donna Smith	PC/Laptop	Performance	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620175	Pamala Jorgensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000620184	Jeffrey Ertel	Application	Error	Gmail	TIR Missed: Yes	46.10
	Application Services	Dustin Crump	Tax Commission	Low Closed	TTR Missed: Yes	46.10
INC000000620221	Jill Guevara	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000620255	Jeffrey Ertel	Application	Error	Gmail		TIR Missed: Yes	1.03
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	2.78
INC000000620378	Jill Guevara	PC/Laptop	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620395	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620446	Jill Guevara	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620638	Jill Guevara	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620640	MV Motor Carriers	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620646	Angie Hillas	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620714	Randolph Prawitt	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620792	Joleen Rogers	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620816	Brenda Patterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620836	Alison Imlay	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620850	Alex Seegmiller	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620853	Michele Espina	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620948	James Shaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000620975	Dianna Wright	Application	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.04
INC000000621015	Tori Cody	Telecom	Voice Mail	Telephone		TIR Missed: No	0.28
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.39
INC000000621022	Janet S Taylor	PC/Laptop	Password	None		TIR Missed: No	0.05
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.46

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000621035	Jeanette Sever	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621039	Amanda Norton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621040	Joanne Phillips	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.06
INC000000621095	Debbie Berry	Application	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.06
INC000000621101	Sharleen Burningham	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621228	Cindy M Clark	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621239	Stacee Dye	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621240	Steffani Pace	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621243	Sammy Batarseh	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621247	Jeffrey Ertel	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621263	Janet S Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621268	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621281	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621299	Susan Waters	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.02
INC000000621306	Cindy M Clark	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621486	Angie Hillas	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621506	Janet S Taylor	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000621559	Linda Allred	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621585	Doug Smith	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621590	MV Salt Lake City	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621596	Paula Vanikiotis	Application	Error	Gmail		TIR Missed: Yes	14.29
	Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: Yes	14.29
INC000000621617	Ashley LaMarca	Network	Password	Utah Master Directory		TIR Missed: Yes	1.39
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	2.39
INC000000621678	Mike Lee	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621686	Karalynn Malcolm-Sugden	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.27
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.84
INC000000621689	Doug Smith	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621744	Mike Lee	Application	Error	Microsoft Excel		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000621769	MV Castle Dale	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.26
INC000000621793	Ray Paulsen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000621970	Angie Hillas	PC/Laptop	Password	PGP		TIR Missed: No	0.75
	Enterprise Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	0.91
INC000000622060	Remissa Navarro	PC/Laptop	Password	None		TIR Missed: No	0.27
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.27
INC000000622064	Michael B Christensen	PC/Laptop	Password	PGP		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.10
INC000000622074	Alex Seegmiller	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622114	Brent Barney	Telecom	Voice Mail	None		TIR Missed: No	0.43
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	1.95
INC000000622129	Joleen Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000622131	Michele Espina Metro B Help Desk	Application Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.26 1.42
INC000000622152	MV Duchesne Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.53 1.60
INC000000622168	Steve Coleman Enterprise Security	Application Sharon Smith	Password Tax Commission	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	1.55 3.53
INC000000622199	Nicholas Gordon Application Services	Application Paul Lundell	Error Tax Commission	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.54 1.38
INC000000622206	Robert Farnes Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622241	Mark Pochurek Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622246	Eric McPherson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622249	Randolph Prawitt Metro B Desktop Support	None Tyler Pearce	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622250	Andre Baksh Metro D Help Desk	Network Matthew Earl	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622271	Joshua Blood Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622275	Dean Drew Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622297	Lynette Feil Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622300	Debra Frazier Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622306	Gaylin Ford Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622401	Joshua Blood Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622430	Stephanie Vert Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622434	Ann Dillenbeck Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.76 0.76

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000622492	Stephanie Vert	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622524	Allied Bates	PC/Laptop	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622626	Shellie Haymond	Telecom	Call/Receive	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Tax Commission	Medium	Closed	TTR Missed: No	0.33
INC000000622642	Scott Draper	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622711	Stacey Hammond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622729	Lorie Ferguson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622771	Dylan Jacobs	PC/Laptop	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.49
INC000000622786	Andre Baksh	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Tax Commission	Low	Closed	TTR Missed: No	0.57
INC000000622797	Michele Espina	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.13
INC000000622812	Becky McKenzie	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622830	MV Vernal	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622916	Tina Wright	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622968	Joleen Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622972	Jennifer Stanger	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Julie Sabato	Tax Commission	Low	Closed	TTR Missed: No	1.58
INC000000622994	MV Price	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000622996	Cindy Dennis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000623016	Robert Ure	Application	Error	ZENworks for Desktops		TIR Missed: No	0.34
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.34

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000623086	Bruce Johnson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.07
	Metro B Help Desk	Gavin Barney	Tax Commission	Medium Closed	TTR Missed: No	0.07
INC000000623088	MV Logan	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623102	Randolph Prawitt	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623179	Cindy M Clark	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623273	D'Arcy Dixon	None	None	None	TIR Missed: Yes	1.24
	Application Services	Danielle Hood	Tax Commission	High Closed	TTR Missed: No	1.45
INC000000623397	Leslee Katayama	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623405	Felicia Sandoval	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623408	Mark Kaleta	Storage	Virtual Machine	None	TIR Missed: No	0.00
	Metro B Hosting	Paul Engberson	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623411	Susan Waters	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623412	Becky McKenzie	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623492	Charlie Roberts	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623499	Tasha Crawford	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623560	James Teton	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623710	Kim Jones	PC/Laptop	Hardware	None	TIR Missed: No	0.19
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	0.22
INC000000623734	Heidi Ashdown	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000623747	Stephanie Yi-fang Liu	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000623765	MV Citrix	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000623770	Stephanie Yi-fang Liu	PC/Laptop	Error	None		TIR Missed: No	0.90
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	2.62
INC000000623789	Meckin Bless	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000623791	Meckin Bless	PC/Laptop	Performance	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000623795	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000623806	Laurie Lefevre	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000623857	Katie Lamb	Network	Password	None		TIR Missed: No	0.76
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	5.41
INC000000623977	Jeanette Sever	PC/Laptop	Error	Gmail		TIR Missed: Yes	1.69
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.70
INC000000623980	MV Brigham City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624018	Mike Hurst	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.26
INC000000624084	Carma Payne	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624127	Debra Walker	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624169	Lonnie Holt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.22
INC000000624194	Joshua Blood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624195	Mary Ann Burtch	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624208	Halalose Wolfgramm	Application	Error	ZENworks for Desktops		TIR Missed: No	0.15
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.15
INC000000624247	Pamela Raia	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624264	Kimm Lacy	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000624336	Meckin Bless	Application	Password	Utah Master Directory	TIR Missed: No	0.23
Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	1.02
INC000000624345	MV Davis County IM	Static Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624350	Michele Espina	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624354	Michele Espina	PC/Laptop	Password	None	TIR Missed: No	0.43
Voice Operations	Julie Sabato	Tax Commission	Low	Closed	TTR Missed: No	0.89
INC000000624360	Meckin Bless	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.57
INC000000624387	Derek Tuckett	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624393	Sandra Iwasaki	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.05
Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	1.88
INC000000624409	Jim McNair	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624446	MV St George	Application	Error	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624457	Michele Espina	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624486	MV Citrix	PC/Laptop	Performance	None	TIR Missed: No	0.16
Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.16
INC000000624506	Christine Robinson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.03
Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	1.37
INC000000624507	Cindy M Clark	Application	Error	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624575	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624600	John Manning	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000624608	Jim McNair	None	None	Gmail	TIR Missed: Yes	1.25
Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	8.04
INC000000624667	Ben McAfee	Application	Password	Motor Vehicle Administration	TIR Missed: Yes	1.15
Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: Yes	7.62

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000624752	Angie Hanson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000624791	Joseph Caldiero	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000624795	Gaylin Ford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000624796	Cindy M Clark	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000624799	Scott W Smith	PC/Laptop	Performance	Ipads	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000624846	Cindy M Clark	PC/Laptop	Error	None	TIR Missed: No	0.08
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.09
INC000000624935	Beverly Beitel	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625019	Scott Draper	Application	Error	GenTax	TIR Missed: No	0.98
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.98
INC000000625041	Aaron Nichols	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625045	Isaac Gunderson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625064	MV Castle Dale	None	None	None	TIR Missed: No	0.11
	Network Operations	Brian Chatwin	Tax Commission	Low Closed	TTR Missed: No	0.18
INC000000625073	Bob Swanson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000625091	Katie Lamb	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625184	Brenda Mason	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625314	Meckin Bless	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625327	Brent Barney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000625335	Kay Martinez	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000625375	David P Jensen	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	3.08
INC000000625395	Randolph Prawitt	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.14
INC000000625398	MV Salt Lake City	PC/Laptop	Error	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000625400	Jacob Strong	PC/Laptop	Error	PGP		TIR Missed: No	0.05
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.06
INC000000625407	Stephen Nance	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.28
INC000000625412	Sonya Pullan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625424	Aman Kudiya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625462	Charlie Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625464	Holly Clark	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625491	Tasha Crawford	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625503	MV Roosevelt	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625506	Caralyn Streed	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625511	James Shaw	Application	Password	Action Request System		TIR Missed: No	0.77
	Internal Application Development at	Beth Hendricks	Tax Commission	Low	Closed	TTR Missed: No	5.59
INC000000625517	Jake Hill	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625561	Curtis Stoddard	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625636	Charlie Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000625637	Jane Phan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.17

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000625677	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625699	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625741	Lynda Wood Metro B Desktop Support	PC/Laptop Mike Wilde	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.13 0.74
INC000000625797	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625799	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625803	MV Ogden Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625867	Jeffrey Ertel Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625928	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000625954	Stephanie Yi-fang Liu Metro B Desktop Support	Application Mike Wilde	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.13 0.24
INC000000626003	Randolph Prawitt Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626009	Ashley Thompson Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626035	Ashley Thompson Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626036	Chodon Chodon Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626044	Andre Baksh Metro D Help Desk	Application Matthew Earl	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626056	Charlie Roberts Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000626059	Mark Shamo Help Desk	Application Eileen Dubach	Password Tax Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.54 0.54
INC000000626129	MV Kanab Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Mozilla Firefox Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000626131	Paul Bredthauer	Mobile Devices	Error	Ipads		TIR Missed: No	0.40
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.40
INC000000626178	Valerie Ashby	Application	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.21
INC000000626182	Ryan Peterson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.52
INC000000626188	MV Special Services	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626193	Stephanie Vert	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626266	Troy Jolley	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626300	Earl Thomas	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626313	Cheryl Kinsman-Garrett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626318	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626425	Troy Jolley	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626432	Troy Jolley	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626476	Amy Hill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626494	Beverly Beitel	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626496	Trudy Gibbons	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000626498	Trudy Gibbons	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000626501	Eric McPherson	PC/Laptop	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626508	Kimberly Barber	Application	Error	Internet Explorer		TIR Missed: No	0.03
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.51

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000626531	Tasha Crawford	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626582	Jill Petrie	PC/Laptop	Performance	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626594	Joy Jaspersen	Application	Error	Gmail		TIR Missed: No	0.12
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.12
INC000000626662	Amanda Norton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000626726	Laurie Gallegos	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626736	Ashley Thompson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626758	Karen Bryant	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626768	Irene Aleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626785	Karen Edwards	PC/Laptop	Password	None		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.40
INC000000626806	Joshua Brinkerhoff	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626819	Brandon Cowdell	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.05
INC000000626832	David P Jensen	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626840	Randall Gardner	Storage	Virtual Machine	None		TIR Missed: No	0.09
	Metro B Hosting	Ken Bolcom	Tax Commission	Low	Resolved	TTR Missed: No	0.24
INC000000626849	Rob Wiser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626861	Megan Brown	PC/Laptop	Error	None		TIR Missed: No	0.50
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Resolved	TTR Missed: No	0.50
INC000000626870	James Viano	Application	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	2.57
	Enterprise Security	Jed Johnson	Tax Commission	Low	Resolved	TTR Missed: No	5.92
INC000000626878	Michele Espina	Application	Password	Bomgar		TIR Missed: Yes	1.13
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: Yes	11.29

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000626886	Cheryl Kinsman-Garrett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626897	Carolyn Goodwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626927	Mike Fahey	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626929	Debra Frazier	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000626933	Jan Duggar	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627029	Irene Aleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627057	Ryan Allen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.04
INC000000627106	Cindy M Clark	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627154	Allen Maxson	Application	Error	Gmail		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Resolved	TTR Missed: No	0.16
INC000000627164	Andre Baksh	Telecom	Feature	Telephone		TIR Missed: No	0.35
	Voice Operations	Julie Sabato	Tax Commission	Low	Resolved	TTR Missed: No	0.35
INC000000627187	Julia Warga	Application	Error	Microsoft Windows 7		TIR Missed: No	0.55
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Resolved	TTR Missed: No	1.09
INC000000627194	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.49
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.49
INC000000627210	MV Farmington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627215	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627217	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627225	Cindy M Clark	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627332	Brad Simpson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000627389	Joshua Brinkerhoff	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Leon Owen	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627424	Russell Cazier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627448	Ryan Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627450	Brenda Mason	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627558	Pam Bennett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627580	Scott Stevens	Application	Error	Gmail		TIR Missed: No	0.63
	Application Services	Paul Lundell	Tax Commission	Low	Resolved	TTR Missed: No	0.67
INC000000627604	Aaron Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627618	MV Salt Lake IDS	Network	Performance	None		TIR Missed: No	0.67
	Network Operations	Jared Elzinga	Tax Commission	Low	Resolved	TTR Missed: No	1.41
INC000000627620	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.08
INC000000627624	June Hesleph	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627731	James Viano	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627770	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627785	Matthew Lund	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627823	Jake Hill	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000627917	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628046	Laura Atwood	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628105	Gaylin Ford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000628109	Aaron Johnson	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628188	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628236	Robin King	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628247	Steffani Pace	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628333	Christopher Barnes	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628339	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628345	June Washington	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628535	Randolph Prawitt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628537	Brooke DiFrancesco	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Resolved	TTR Missed: No	2.22
INC000000628543	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628568	Mark Kaleta	Application	Password	Gmail		TIR Missed: No	0.64
	Enterprise Security	Jed Johnson	Tax Commission	Low	Resolved	TTR Missed: No	5.60
INC000000628599	MV Motor Carriers	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.02
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	2.02
INC000000628619	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628620	Sonya Pullan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628703	Doral Vance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628706	Pamela Raia	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628741	MV Citrix	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000628777	MV Motor Carriers	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628832	Ralph Doyle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628840	Julie Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628849	Andre Baksh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628851	Diane Gibson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628931	Howard Smith	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.01
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.01
INC000000628933	MV Tooele	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628942	James Wolfe	Application	Error	Microsoft Windows 7		TIR Missed: No	0.23
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.23
INC000000628951	Allen Maxson	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000628967	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.25
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.25
INC000000628981	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629013	MV Citrix	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629024	Cindy M Clark	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629086	Julia Warga	PC/Laptop	Performance	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629099	Josh Randall	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629145	MV Citrix	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629169	Christine H Barber	PC/Laptop	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000629173	Julie Goins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629177	MV Citrix	PC/Laptop	Performance	None	TIR Missed: No	0.02
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.02
INC000000629185	Troy Jolley	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629213	Gary Peart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629249	Lynda Wood	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629270	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629292	Sherri Wood	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629306	Wendy Gianchetta	PC/Laptop	Hardware	None	TIR Missed: No	0.57
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.60
INC000000629357	Patrick Wong	Application	Error	None	TIR Missed: Yes	3.97
	Metro B Hosting	Paul Engberson	Tax Commission	Low Resolved	TTR Missed: No	3.97
INC000000629361	Valerie Ashby	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629404	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629569	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629573	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.46
	Metro B Desktop Support	Mike Sine	Tax Commission	Low Resolved	TTR Missed: No	0.47
INC000000629596	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	
INC000000629674	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629766	Valerie Ashby	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629796	Jill Guevara	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000629826	Sonya Pullan	PC/Laptop	Performance	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629846	MV Citrix	PC/Laptop	Performance	None	TIR Missed: No	0.11
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.11
INC000000629908	Laurie Gallegos	PC/Laptop	Performance	Gmail	TIR Missed: No	0.44
	Enterprise Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	0.61
INC000000629927	Angie Hanson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000629973	Sher Smart	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.61
INC000000630042	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	
INC000000630046	MV South Valley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630050	MV Roosevelt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630051	Jan Duggar	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	0.40
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Resolved	TTR Missed: No	0.40
INC000000630190	Pat Sorensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630192	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630198	June Washington	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630215	Jill Guevara	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630234	Kitone Touhuni	Application	Password	Utah Master Directory	TIR Missed: No	0.25
	Help Desk	Brenda Treadway	Tax Commission	Low Resolved	TTR Missed: No	0.25
INC000000630235	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.12
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.12
INC000000630241	Spencer Hansen	PC/Laptop	Password	None	TIR Missed: No	0.22
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.61
INC000000630268	Hal Mauchley	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Tax Commission

INC000000630315	Mike Fahey	PC/Laptop	Performance	Microsoft Office	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630350	Kelli Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630365	Julia Warga	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630377	Kathy Ching	PC/Laptop	Error	Gmail	TIR Missed: No	0.31
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.31
INC000000630395	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.31
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.31
INC000000630405	Sandra Herbert	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630426	Christine Fratto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630453	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630454	Karen Yakovich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000630472	Richard Hall	Application	Password	Utah Master Directory	TIR Missed: No	0.17
	Help Desk	Eileen Dubach	Tax Commission	Low Resolved	TTR Missed: No	0.17
INC000000630477	Arthur Brownell	PC/Laptop	Error	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00